

# Contact List

**Helpful hints:** Use your account Verification ID for quick and easy authentication when calling Santander Commercial Cards. This four digit number was assigned to your card, billing, or company account at opening. You can find your account's verification ID by logging into CentreSuite, or checking with your Program Administrator. If you don't know your Verification ID to you can still authenticate yourself by answering security questions. You may reset your Verficiation ID at any time either online or by speaking to one of our agents.

## Who to contact for:

### Automated Voice System

877-598-7799



- Card Activation
- Card Available Credit
- Card Balance
- Card Recent Transactions
- Make a supplementary payment (no fee)
- Select or Change Card PIN

### Cardholder Support

877-598-7799



- Card Account Status
- Card Declined Queries
- Cardholder Address and Phone Number Change
- Make a supplementary payment (no fee)
- Report Fraud
- Temporary Blocks on Cards
- Transaction Disputes and Claims
- Transaction Inquiries

### Client Service

clientservice@santander.us

844-726-0095

Monday - Friday

7:30 a.m. - 6:00 p.m. EST



- Account Changes for Payments or Rebates
- Add a Program Administrator
- Cardholder Name Change
- Change of Shipping Address for Cards
- Credit Balance Refund
- File Delivery Issues
- Merchant Code Blocks
- New Billing Account
- Program Admin Password Reset
- Program Billing Inquiries
- Reallocate Billing Account Credit Limits
- Statement Queries
- Technical Help with Client Portals
- User Profile Administration on Client Portals
- Virtual Card Supplier Management

### Relationship Management



- Benefits of Virtual Card Program
- Billing Cycle Changes
- Change of Company Legal Name or Address
- Closure of Account
- Company Credit Line Increases
- Copy of Contract/Contract Queries
- Integrated Payable Platform – Enterprise Payment Link
- Payments
- Program Optimization and Supplier Enrollment
- Rebate Queries